

**CLAIMS:**

1. A method in a computer system for providing both directory information and dynamically updated contact information for at least one of a plurality of entities in response to a directory search, said method comprising the steps of:

1     2.     The method according to claim 1, further comprising  
2     the steps of:  
3         executing said search of said directory database  
4     utilizing said query criteria to produce said first  
5     result which is a null set; and

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1       invoking said dynamic contact information service  
2   utilizing said query criteria to produce said second  
3   result.

1 3. The method according to claim 1, further comprising  
2 the steps of:

3        establishing said directory database including  
4        directory records for a first plurality of said plurality  
5        of entities, said directory records including directory  
6        information for each of said first plurality of said  
7        plurality of entities; and

8           establishing a dynamic contact information service  
9   that provides a dynamic-content record for a second  
10   plurality of said plurality of entities, each said  
11   dynamic-content record being dynamically updated to  
12   indicate current contact information for said each of  
13   said second plurality of said plurality of entities.

1 4. The method according to claim 1, further comprising  
2 the step of specifying filtering preferences for  
3 filtering said coalesced result to produce a filtered  
4 result.



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1 9. The method according to claim 4, further comprising  
2 the step of filtering said coalesced result to include  
3 within said filtered result only records of a plurality  
4 of people whose contact information indicates that said  
5 plurality of people are available for communication via  
6 instant messaging within a particular period of time.

1 10. The method according to claim 4, further comprising  
2 the step of filtering said coalesced result to include  
3 within said filtered result only records of a plurality  
4 of people whose contact information indicates that said  
5 plurality of people are available for receiving a page  
6 within a particular period of time.

1 11. The method according to claim 4, further comprising  
2 the step of filtering said coalesced result to include  
3 within said filtered result only records of a plurality  
4 of people whose contact information indicates that said  
5 plurality of people are available to check an e-mail  
6 account for each of said plurality of people within a  
7 particular period of time.

1 12. The method according to claim 4, further comprising  
2 the step of filtering said coalesced result to include

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3 within said filtered result only fields specified by a  
4 requestor.

1 13. The method according to claim 1, further comprising  
2 the step of specifying sorting preferences for sorting  
3 said coalesced result.

1 14. The method according to claim 13, further comprising  
2 the step of sorting said records so that said records are  
3 displayed in a particular order.

1 15. The method according to claim 1, further comprising  
2 the step of including within said coalesced result a  
3 telephone number for each of said plurality of people,  
4 said telephone number being a telephone number at which  
5 said each of said plurality of people can be reached by  
6 telephone during a particular period of time.

1 16. The method according to claim 1, further comprising  
2 the step of including within said coalesced result a  
3 physical location for each of said plurality of people,  
4 said physical location being a location where said each  
5 of said plurality of people can be found during a  
6 particular period of time.



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3 indication of whether said one or more of said plurality  
4 of people is currently utilizing a telephone.

1 21. The method according to claim 1, further comprising  
2 the step of including within said coalesced result an  
3 indication of a best current means for contacting each of  
4 said plurality of people.

1 22. The method according to claim 1, further comprising  
2 the step of including within said coalesced result an  
3 indication of an alternate contact person for each of  
4 said plurality of people.

1 23. The method according to claim 1, further comprising  
2 the step of including within said coalesced result an  
3 indication of whether said one or more of said plurality  
4 of people is available in a particular period of time to  
5 be contacted by any means and one or more means for  
6 contacting said one or more of said plurality of people.

1 24. A computer program product in a computer system for  
2 providing both directory information and dynamically  
3 updated contact information for at least one of a  
4 plurality of entities in response to a directory search,  
5 said computer program product comprising:





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1 26. The product according to claim 24, further  
2 comprising:

3 instruction means for establishing said directory  
4 database including directory records for a first  
5 plurality of said plurality of entities, said directory  
6 records including directory information for each of said  
7 first plurality of said plurality of entities; and

8 instruction means for establishing a dynamic contact  
9 information service that provides a dynamic-content  
10 record for a second plurality of said plurality of  
11 entities, each said dynamic-content record being  
12 dynamically updated to indicate current contact  
13 information for said each of said second plurality of  
14 said plurality of entities.

1 27. The product according to claim 24, further  
2 comprising instruction means for specifying filtering  
3 preferences for filtering said coalesced result to  
4 produce a filtered result.

1 28. The product according to claim 27, further  
2 comprising instruction means for formatting and  
3 displaying said filtered result.

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1 29. The product according to claim 27, further  
2 comprising instruction means for filtering said coalesced  
3 result to include within said filtered result only  
4 records of a plurality of people whose contact  
5 information indicates that said plurality of people are  
6 available by a requestor specified means and within a  
7 particular period of time.

1 30. The product according to claim 27, further  
2 comprising instruction means for filtering said coalesced  
3 result to include within said filtered result only  
4 records of a plurality of people whose contact  
5 information indicates that said plurality of people are  
6 available to receive a telephone call within a particular  
7 period of time.

1 31. The product according to claim 27, further  
2 comprising instruction means for filtering said coalesced  
3 result to include within said filtered result only  
4 records of a plurality of people whose contact  
5 information indicates that said plurality of people are  
6 available for an in-person meeting within a particular  
7 period of time.





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5 location where said each of said plurality of people can  
6 be found during a particular period of time.

1 40. The product according to claim 24, further  
2 comprising instruction means for including within said  
3 coalesced result a pager address for each of said  
4 plurality of people, said pager address being a pager  
5 address at which said each of said plurality of people  
6 can be reached by paging during a particular period of  
7 time.

1 41. The product according to claim 24, further  
2 comprising instruction means for including within said  
3 coalesced result an instant message user name for each of  
4 said plurality of people, said instant message user name  
5 being an instant message user name at which said each of  
6 said plurality of people can be reached via an instant  
7 message service during a particular period of time.

1 42. The product according to claim 24, further  
2 comprising instruction means for including within said  
3 coalesced result an e-mail address for each of said  
4 plurality of people, said e-mail address being an e-mail  
5 address which said each of said plurality of people is  
6 expected to check during a particular period of time.

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1 43. The product according to claim 24, further  
2 comprising instruction means for including within said  
3 coalesced result an indication of whether said one or  
4 more of said plurality of people is currently utilizing a  
5 telephone.

1 44. The product according to claim 24, further  
2 comprising instruction means for including within said  
3 coalesced result an indication of a best current means  
4 for contacting each of said plurality of people.

1 45. The product according to claim 24, further  
2 comprising instruction means for including within said  
3 coalesced result an indication of an alternate contact  
4 person for each of said plurality of people.

1 46. The product according to claim 24, further  
2 comprising instruction means for including within said  
3 coalesced result an indication of whether said one or  
4 more of said plurality of people is available in a  
5 particular period of time to be contacted by any means  
6 and one or more means for contacting said one or more of  
7 said plurality of people.

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1 47. A computer system for providing both directory  
2 information and dynamically updated contact information  
3 for at least one of a plurality of entities in response  
4 to a directory search, comprising:

5       said computer system for receiving a query criteria;

6       said computer system including a CPU executing code  
7 for executing a search of a directory database utilizing  
8 said query criteria to produce a first result;

9       said CPU executing code for invoking a dynamic  
10 contact information service utilizing said first result  
11 to produce a second result containing dynamic contact  
12 information, said dynamic contact information being  
13 dynamically updated to indicate current contact  
14 information;

15       said CPU executing code for coalescing said first  
16 and second results to produce a coalesced result; and

17       said computer system for providing said coalesced  
18 result.

1 48. The system according to claim 47, further  
2 comprising:

3       said CPU executing code for executing said search of  
4 said directory database utilizing said query criteria to  
5 produce said first result which is a null set; and

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6        said CPU executing code for invoking said dynamic  
7        contact information service utilizing said query criteria  
8        to produce said second result.

1        49. The system according to claim 47, further  
2        comprising:

3        said directory database including directory records  
4        for a first plurality of said plurality of entities, said  
5        directory records including directory information for  
6        each of said first plurality of said plurality of  
7        entities; and

8        a dynamic contact information service that provides  
9        a dynamic-content record for a second plurality of said  
10       plurality of entities, each said dynamic-content record  
11       being dynamically updated to indicate current contact  
12       information for said each of said second plurality of  
13       said plurality of entities.

1        50. The system according to claim 47, further comprising  
2        said computer system for receiving specified filtering  
3        preferences for filtering said coalesced result to  
4        produce a filtered result.



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1 51. The system according to claim 50, further comprising  
2 said CPU executing code for formatting and displaying  
3 said filtered result.

1 52. The system according to claim 50, further comprising  
2 said CPU executing code for filtering said coalesced  
3 result to include within said filtered result only  
4 records of a plurality of people whose contact  
5 information indicates that said plurality of people are  
6 available by a requestor specified means and within a  
7 particular period of time.

1 53. The system according to claim 50, further comprising  
2 said CPU executing code for filtering said coalesced  
3 result to include within said filtered result only  
4 records of a plurality of people whose contact  
5 information indicates that said plurality of people are  
6 available to receive a telephone call within a particular  
7 period of time.

1 54. The system according to claim 50, further comprising  
2 said CPU executing code for filtering said coalesced  
3 result to include within said filtered result only  
4 records of a plurality of people whose contact  
5 information indicates that said plurality of people are

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6 available for an in-person meeting within a particular  
7 period of time.

1 55. The system according to claim 50, further comprising  
2 said CPU executing code for filtering said coalesced  
3 result to include within said filtered result only  
4 records of a plurality of people whose contact  
5 information indicates that said plurality of people are  
6 available for communication via instant messaging within  
7 a particular period of time.

1 56. The system according to claim 50, further comprising  
2 said CPU executing code for filtering said coalesced  
3 result to include within said filtered result only  
4 records of a plurality of people whose contact  
5 information indicates that said plurality of people are  
6 available for receiving a page within a particular period  
7 of time.

1 57. The system according to claim 50, further comprising  
2 said CPU executing code for filtering said coalesced  
3 result to include within said filtered result only  
4 records of a plurality of people whose contact  
5 information indicates that said plurality of people are

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6 available to check an e-mail account for each of said  
7 plurality of people within a particular period of time.

1 58. The system according to claim 50, further comprising  
2 said CPU executing code for filtering said coalesced  
3 result to include within said filtered result only fields  
4 specified by a requestor.

1 59. The system according to claim 47, further comprising  
2 said computer system for receiving specifyied sorting  
3 preferences for sorting said coalesced result.

1 60. The system according to claim 59, further comprising  
2 said CPU executing code for sorting said records so that  
3 said records are displayed in a particular order.

1 61. The system according to claim 47, further comprising  
2 said coalesced result including a telephone number for  
3 each of said plurality of people, said telephone number  
4 being a telephone number at which said each of said  
5 plurality of people can be reached by telephone during a  
6 particular period of time.

1 62. The system according to claim 47, further comprising  
2 said coalesced result including a physical location for



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1 66. The system according to claim 47, further comprising  
2 said coalesced result including an indication of whether  
3 said one or more of said plurality of people is currently  
4 utilizing a telephone.

1 67. The system according to claim 47, further comprising  
2 said coalesced result including an indication of a best  
3 current means for contacting each of said plurality of  
4 people.

1 68. The system according to claim 47, further comprising  
2 said coalesced result including an indication of an  
3 alternate contact person for each of said plurality of  
4 people.

1 69. The system according to claim 47, further comprising  
2 said coalesced result including an indication of whether  
3 said one or more of said plurality of people is available  
4 in a particular period of time to be contacted by any  
5 means and one or more means for contacting said one or  
6 more of said plurality of people.

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